

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Philip T. Kortum, et al.
Serial No.: 10/617,486
Date Filed: July 11, 2003
Group Art Unit: 2614
Examiner: Benny Quoc Tieu
Title: **TELEPHONE CALL CENTER WITH
METHOD FOR PROVIDING CUSTOMER
WITH WAIT TIME UPDATES**

MAIL STOP – AMENDMENT

COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

RESPONSE TO OFFICE ACTION

In response to the Office Action mailed April 6, 2006, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

Amendments to Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 6 of this paper.

A petition extending the time for response is filed herewith.